

Housing Maintenance, Repairs and Improvement Panel Notes

Wednesday, 12 April 2006

Lambeth Town Hall, room 125 at 7:00pm

Attendance

Nominated Delegates

Rashmi Agrawal	Brixton AHF
Rita Fitzgerald	North Lambeth AHF
Irena Kowalewska	Leaseholder Patch Rep (BR4: Effra)
Matt Toussaint	Brixton AHF

Elected Members

none

Officers

Jacqui Alexander	Planned Maintenance Manager
Kevin Creed	Resident Participation Officer
Keith Hardy	Major Works Manager
Sandra Lewis	Repairs, Planning & Performance Team Manager
Lincoln Sampson	Principal Heating and Water Engineer
David Thompson	Interim Division Director Housing Property Services

Apologies

Cathy Butler	Norwood AHF
Jean Haley	Norwood AHF
Jean Kerrigan	Brixton AHF
Ian McIntosh	Responsive Repairs Manager
Ros Munday	Brixton AHF
Chris Vaughan	Leaseholders Council Co-chair

1.0 Welcome and introductions

Action

1.1 David Thompson chaired the meeting

2.0 Matters arising

2.1 Point 3.1 (Equalities and diversity information) **ACTION: Keith Hardy to check with Stuart Dixon and then circulate**

KH & SD

2.2 Point 3.2 carried forward: **ACTION: Delegates asked that officers look into why generally BME Residents return lower satisfaction replies.**

2.3 **ACTION: Lincoln Samson offered to look into the boiler situation at 57 and 58 Lilford House (possibly due to drop in water pressure).**

LS

2.4 **ACTION: Officers to circulate the presentation on moving forward with repairs partnering which was delivered at the meeting in December.**

SL

2.5 **ACTION: Officers to bring a report on the productivity and efficiency of handypersons**

DT

2.6 Officers stated that the decision to remove gas fires is on a property-by-property basis.

2.7 Point 5.10 carried forward: **ACTION: Panel asked home ownership services**

- to periodically remind leaseholders of their responsibilities on gas fire modifications and to remind them to have an annual gas servicing.** AP
- 2.8 Point 5.11 **ACTION: Panel wants to see the procedures to maintain heating to tenants and vulnerable when gas is cut off or gas fires removed.**
- 2.9 Points 7.7, 7.8 and 7.12 Panel feels £2K is too high to set post inspections; it is felt that this allows too many jobs not to be post-inspected. **ACTION: how many post-inspections on jobs <£2K, how many out of the total number of post-inspections and what percent of jobs <£2K are post-inspected?** IM
- 3.0 Boilers and low water pressure – Lincoln Sampson**
- 3.1 JT attends Association of London Government (ALG) where this issue is being discussed as it is a London-wide problem. She offered to bring any information on ways of funding the solutions to the problems that this will create to the panel. **ACTION: JT to bring back any feedback on how London boroughs are dealing with this drop in water pressure and all the problems it will create.** JT
- 3.2 Condensing boilers are the most efficient and environmentally friendly
- 3.3 Combination boilers will have a problem with reduced water pressure in some areas. Variables need to be examined: height of building; gradient of land. The ‘starvation’ due to lower water pressure wouldn’t do damage to the boiler; however it could reduce the life of the boiler due to longer running time of pumps. As a general rule, these won’t be installed above the first or second floor.
- 3.4 Storage tanks have their own problems; therefore not an easy solution.
- 3.5 Discussion about how to keep leaseholders apprised of all of this information especially in situations where there is a tank shared by all residents. ACTION: Leaseholders are to be made aware and kept apprised of the lower water pressure situation.**
- 3.6 The Water Board have indicated which parts of the borough will be most affected. Officers stated that all new boiler installations take into account the lower water pressure; however, they will have to go back and see what has been installed to come up with a plan to anticipate possible future problems
- 3.7 ACTION: Panel requested a paper defining responsibility boundaries for tenants and leaseholders to make it clear who is responsible for what.**
- 4.0 Housing Capital / MRA Programme – Keith Hardy**
- 4.1 Panel members questioned the time frames and why some were much longer than they had been quoted. This is because these time frames are ‘actual completion dates’ as opposed to ‘practical completion dates’. Project managers meet every four to six weeks to review and adjust these time frames. Residents said they are mostly interested in knowing the time period that work would actually be taking place.
- 4.2 Panel suggested that a more pictorial presentation, like ones they get from their area project manager, would be easier to understand.
- 4.3 Residents stated that in some instances they had not been informed when programmes on their estates had been delayed by weeks or months. **ACTION: KH would like to know specific instances where this has occurred.**
- 4.4 Officers assured the panel that the majority of contracts for both planned and

major works have secured prices and that there would be no increases due to indexing or inflation. If the cost goes up, all leaseholders must be notified in writing.

4.5 Officers will have a clear idea by June on how much the plan has slipped and what will be started this financial year. They clarified that just because projects are on the Road Map, they are not necessarily contracted. There is a constant balancing act between planning and budget constraints.

4.6 Officers intend on validating the entire plan (not just this year's) by December. By partnering and bulk-purchasing the programme could be brought back closer to the plan. The Road Map is a movable plan, adjusted with new information from local knowledge.

4.7 ACTION: Officers to prepare a paper on completed programmes comparing original price, final cost, tendering price, etc.

5.0 Terms of Reference

5.1 The name to be expanded to include more of what the meetings are about

5.2 To be a robust group to send recommendations to Tenants Council

5.3 Want to identify which departments should attend and senior officers from these departments should attend

5.4 Chair to be chosen at the beginning of meeting; either officer or resident

5.5 Want a named lead officer

6.0 Next agenda items

6.1 Terms of reference

6.2 Cost comparisons on handypersons/caretakers

6.3 Road map and planned maintenance programme for external decoration and two-year communal areas

6.4 Post-inspections for £2K and what happens to the satisfaction cards

6.5 **For June or later:** Repairs partnering and contracts ending in next 12 – 18 months; solar panelling; BME and inspection results; OAP decoration policy

7.0 Any other important business

7.1 Panel raised concern about private contractors way of working; disruptive and no consultation with neighbours

7.2 ACTION: Panel wants to see the Road Map before it goes on the Internet or is otherwise published.